

DTOC - Audit of Leicestershire County Council Adult Social Care

Embedded Operational Activity

As at 26.07.17

High Impact Change								Acute	Community	Mental Health	Out of County	Activity	Frequency	Status (if live add since when date)	Opportunities for decision making	How/Where reported	Issues	Planned improvements	Accountable Officer
1. Early Discharge Planning	2. Systems to Monitor Flow	3. MDTs	4. Home First Discharge to Assess	5. Trusted Assessors	6. Enhancing Health in Care Homes	7. Seven Day Services	8. Focus on Choice												
	2							✓				e.g. Daily call with UHL	Daily	Live					Jackie Wright
	2							✓	✓	✓	✓	DTOC Metrics task and finish group	Monthly	Live	Multi-agency contributions to changing the format of LLR wide DTOC reporting				PD and JW
	2									✓	✓	LLR MH DTOC Flow meeting	Monthly	Live	Multi agency senior management	Reports to MH STP Transformation Board			PD and IR
1	2									✓		MH Clinical discharge Meeting	Weekly	Live	Multi-agency contributions	Report to DTOC group		Tight reporting arrangements exist and appear to be working	PD and IR
	2							✓				Daily discussion following identified Red/Green patients	Daily	live	Clarification of actions being taken and required for individual patients	Discharge Sisters > ASC Service Managers at UHL			Michelle Ward & Angela Parker Cole
	2							✓				Daily E Mail from UHL Complex Discharge Team to SM's/Hos of patients identified as formal DTOC's	Daily	live	Ensures validation and challenge as appropriate of any DTOC's attributable to ASC	Daily between UHL and SM's at UHL then monthly report to HoS			Michelle Ward, Angela Parker Cole, Jackie Wright
	2										✓	Daily Census e mailed to all SM's/HoS providing information for all mffd patients in Community Hospitals	Daily	Live	Provides narrative of individual patient circumstances giving oversight into reasons for delays and enabling actions to be checked and prompted as required				All Community Hospital Link Workers and OA SM's, Jackie Wright
												E Mail confirming DTOC coding for all delays	Weekly	Live	Provides Thursday midnight snapshot delay data identifying reasons and enabling validation by ASC	Reported to Unify/NHSE	Can sometimes include incorrect codes e.g. a/w CHC assessment identified as attributable to both Health and Social Care	Accuracy continues to improve due to joint working arrangements	All Community Hospital Link Workers and OA SM's, Jackie Wright but Aiden Neaves and Sue Davies lead on validating
											✓	Senior Escalation Meeting to monitor themes and reasons for delays	Weekly	Live	Meeting to scrutinise patients delays across acute and community hospitals. Enables identification of reasons/themes and appropriate actions to improve any issues	Outcomes shared with all agencies			Michelle Ward, Angela Parker Cole, Jackie Wright
												Meeting with Discharge Team Lead	Monthly	Live	To discuss and validate ASC attributable delays	Reported to Unify/NHSE	Works well		Michelle Ward, Angela Parker Cole, Jackie Wright
	2										✓	DTOC Meeting	Monthly	Live	Discussion regarding Community Hospital DTOC's, themes and opportunities to address/improve				Andrea Woodier and Sheila Bobe
	2							✓			✓	Validation of Out of County Acute Hospital Delays	Weekly	Live	See attached		have been some issues with accuracy of data and engagement of discharge leads in the out of county acutes	This is improving	OA SM's Jackie Wright
	2							✓	✓	✓	✓	Monitoring of individual cases, action plans to progress	Weekly	Planned		ASC DMT		DMT considering additional dedicated post to support collation and monitoring role	Peter Davis

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